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ABSTRACT OF THE DISCLOSURE UNDER 37 C.F.R. §1.72(b)

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4 In a method and system, one or more communication devices within a
5 communication network are provided with a dynamically and remotely
6 configurable probe element, implemented at least partially in software and
7 controllable by the network operator via one or more communication links,
8 capable of monitoring, measuring and capturing user interaction data flowing
9 from voice and/or data transactions occurring in the network. User interaction
10 data reflects a user's experience on the network and thus provides valuable
11 raw data usable by the network operator for improving network quality from
12 the user's perspective, especially when received from a statistically significant
13 number of network user devices. Collected user interaction data can include
14 network engineering metric data and/or user profile data.